



Banner



General User Guide

BannerWeb for Students

Notes for Guidance

(Last Revised: April 2011)



CONTENTS

Introduction	3
Overview	4
What value is BannerWeb	5
Accessing BannerWeb	6
Student Services Menu	7
Authorised List of Courses	8
Student Detail Schedule.....	11
View Profile	11
View Grades	13
My Results Letter(s)	14
Personal Information Menu	16
Updating Address(es) and Telephone Number(s).....	16
Updating Emergency Contacts	20
Updating Email Address(es).....	21
Updating Bank Details	22
Frequently Asked Questions	23
Further Assistance	23
Terminology	24
Holds Information	26
Reason Codes	29

Note: If you need to go directly to a particular chapter/section then you can do so by holding your “CTRL” key down and clicking on the heading within the table of contents above. To return to the beginning of the document hold the “CTRL” key down and press the “Home” key.

Introduction

This guide is designed to help you use the University of Greenwich's BannerWeb facility. It assumes you have a basic understanding of how to use the Internet and a Web Browser (such as Internet Explorer or Firefox).

Objectives

- To give an overview of the different features available in BannerWeb.
- To explain how to view data relating to you and courses with the use of practical skills and functional knowledge to navigate within Student Services system.

Overview

What is BannerWeb

- Self Service Tool provided by SunGard Higher Education to provide a wider range of users, access to relevant data from within the main database (Banner)
- Data available through BannerWeb is a **real time** view of information held within Banner

Who can access BannerWeb

Students

The University now uses the Portal (<http://portal.gre.ac.uk>) to access BannerWeb.
You use the same Username and Password as you would for logging in to a University PC.

What value is BannerWeb

BannerWeb is the facility used by the University, to provide students with access via the Web to certain student record information.

BannerWeb provides a number of views of the data that is held in the University's BANNER database, your grades, course assessment structures and so on.

BannerWeb for Students

Students can view information about the courses they are studying at the University. You can also update personal information in BannerWeb.

View the following information:

- Authorised List of Courses offered at University of Greenwich (UoG)
- Student Detail Schedule
- Details regarding your programme of study
- Details regarding your courses of study
- Course grades and Results Letter(s)
- Print Coursework Header Sheet
- Progress of your Submitted Coursework
- Personal Information
- Financial Accounts & Make Online Payments

Students can also update personal information:

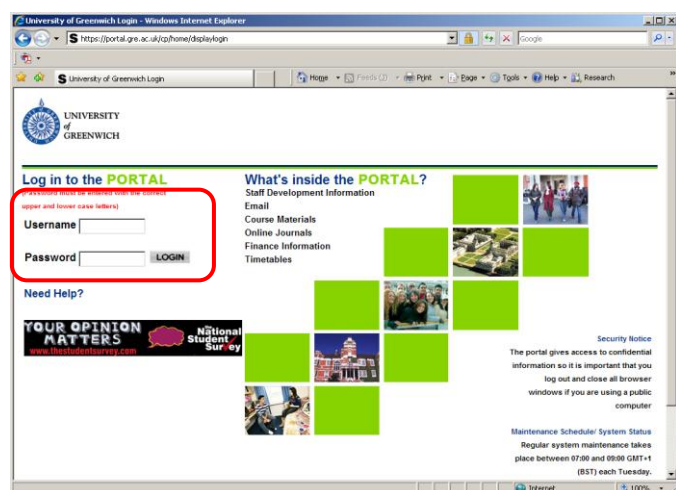
- Addresses and telephone numbers
- Emergency contacts
- Mobile telephone number
- Personal email address

Accessing BannerWeb

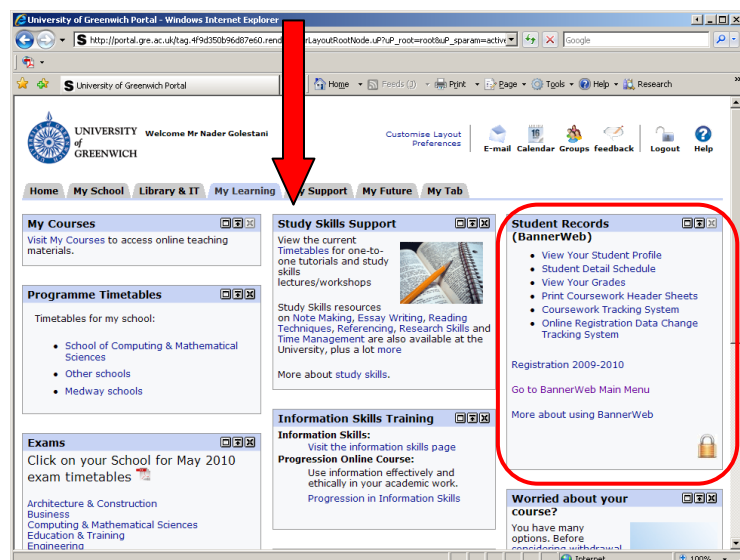
1. Open Internet Explorer or your preferred browser on your desktop.
2. Access the University of Greenwich Portal system directly, by typing the web address <http://portal.gre.ac.uk> in the address field.



3. Enter your **Username** and **Password**, click **LOGIN**.



4. Click **My Learning** tab – **Student Records** (BannerWeb) channel on the right hand side of the page.



5. Click on **Go to BannerWeb Main Menu** to access:
 - **Personal Information** – to view or update your address, emergency contacts, etc.
 - **Student Services** – to view your profile, student schedule, authorised programmes list, student grades, holds etc.

Student Services Menu

The menu layout is based on the use of Cascading Style Sheets (CSS) to introduce consistency and easy navigation of the menu pages in BannerWeb. When viewing data in BannerWeb, it is important to note that the information is term-dependant.

In Student Services menu, you are able to view your student profile, grades, and any outstanding holds, check programme of study, print coursework header sheets, view results letters, and access the Library and Student Affairs Homepage.

The screenshot shows the BannerWeb Student Services menu. Callouts point to the following features:

- View your course schedule, profile, grades and Authorised List of Courses.** Points to the **My Course Details** option.
- View/Print a coursework header sheet** Points to the **Coursework Header Sheets** option.
- View progress of submitted coursework** Points to the **Coursework Tracking System** option.
- View your results letter(s)** Points to the **My Results Letter(s)** option.
- UKBA Students only – view your recorded attendance for UKBA Attendance Monitoring.** Points to the **View your attendance (UKBA Students Only)** option.
- External links from BannerWeb for student.** Points to the **Library Homepage** and **Student Affairs Letter System** options.
- List of available user guides relating to BannerWeb for Student system can be accessed from this menu option.** Points to the **User Guides** option.

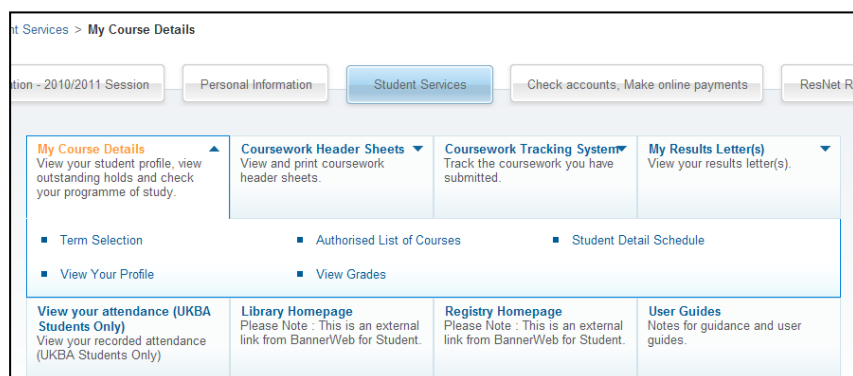
To select a term:

1. Click on **My Course Details** option and select **Term Selection** option.
2. Select a term from the drop-down list.
3. Click on **Submit Term** button.

The screenshot shows the 'Registration Term' selection screen. It includes a breadcrumb trail: Home > Student Services > My Course Details > Term Selection. The main content area has a heading 'Please select the Term (academic session) for which you want to view data.' Below this is a dropdown menu labeled 'Select a Term:' with 'Academic Session 2010/2011 (View only)' selected. A 'Submit' button is at the bottom left, and a 'Student Services' link is at the bottom.

My Course Details

You can select one of the available options within **My Course Details** menu to view the authorised list of courses, your schedule, profile and grades. Data available in BannerWeb is a 'real-time' view of the data entered in Banner and is term-dependant i.e. by selecting a term, the data viewed will only relate to that given session.



Authorised List of Courses

To search for courses:

1. Click on **Authorised List of Courses** option
2. Use the filter to select relevant values where applicable.

Use the filter to select the required academic session and school to search for courses by school.

Alternatively, you can view a full listing of authorised courses by leaving the default settings in i.e. All Schools, All Departments, and All Level.

3. Click **Get List** button to begin search and display the results. Courses will be displayed by Course Code, Course Title, Level, Credit, School, Department and Coordinator.

Online Registration - 2010/2011 Session | Personal Information | Student Services | [Check accounts, Make online payments](#) | ResNet Registration

Course List

[Home](#) > [Course List](#)

Authorised Courses 2010/2011

The information displayed on this page comes directly from the University's Banner Information System.

Click the [Course Code](#) link to view textual information on the course.

Click the [Level](#) link to view information on the course assessment structure and individual course offerings.

Please note data coloured in **RED** have been altered within the last month. Any course displayed in **BLUE** italics is phasing out.

School: [Computing & Mathematical Sci.](#)
Department: [All Departments](#)

Course Code	Course Title	Level	Credit	School	Department	Co-Ordinator
????1018	Outstanding Credit Balance - Computing and Mathematical Sciences	U		CM	0000	
ALBA1001	UNY Tirana Progression - CM (PG)	U		CM	COS	
BUS11198	Entertainment Business Studies	6	30	CM	INF	Kerry Fletcher
BUS11219	Contract & Project Management	7	15	CM	INF	Yasser Ades
CINE1025	Design for Moving Image	5	30	CM	INF	Julie Watkins
CINE1027	Compositing and VFX	6	30	CM	INF	Julie Watkins
CINE1042	Cinematography	7	30	CM	INF	Christopher Woollard
CINE1043	Cinematic Exploration	7	30	CM	INF	Alison Cross
CINE1044	Post Production	7	30	CM	INF	Julie Watkins
CINE1045	Film Making	7	30	CM	INF	Christopher Woollard
CINE1046	Final Year Project (MA)	7	60	CM	INF	Alison Cross
CINE1047	Final Year Project (MSc)	7	60	CM	INF	Christopher Woollard
CINE1048	Principles of Editing	4	30	CM	INF	Julie Watkins

Click the Course Code link to view textual information on the course i.e. Learning outcomes, aims, assessment etc.

Click the Level link to view information on the course assessment structure and individual course offerings.

By clicking on the Course Code, the Course Information page will display textual information as shown in the example below:

Course Information

[Home](#) > [Course Information](#)

000686782 Student Joe
19 Apr 2011 04:42 pm

Below is the current information held within the University's Banner Information System for the selected course/session.

If you require more specific details about the course content you should contact the School Office.

Session: 2010/2011
Course Code: [CINE-1045](#)
Course Title: [Film Making](#)
Level: [7](#)
Credits: [30](#)

Pre & Co Requisites

Advanced Camera, Grip, Lighting and Post

Introduction & Rationale

This course enables students to produce the first short productions for their industry show reel. If the student is registered on the Cinematography and Post Production MA, this course will also enable them to decide which route to take for their final project: MA or Msc. A student who takes greater interest in the design, directorial, art direction and narrative editing aspects of the course will be expected to select the MA Route for their final project. A student pursuing this route might expect to progress through the industry to the role(s) of Designer, Art Director, Director, Scriptwriter, Editor. A student who takes greater interest in a technical path, in post production including CGI and compositing, will be expected to select the MSc Route for their final project. A student pursuing this route might expect to progress through the industry to the role(s) of DoP, VFX Supervisor, Compositor, Technical Director.

Aims

To apply what students have learnt in terms of pre-production, production and post production to a short film of their choice. Project work is compulsory. Students may select either film, HD or a combination and either Documentary or Drama. The emphasis within this unit is to produce a worthwhile production. Initially experiments will be undertaken to ascertain what does and does not work. Later, the emphasis will be placed on achieving at least one worth while short.

Learning Outcomes

At the end of this course the student will be able to: A Produce the first substantial component for their show reel. B Re-interpret classic film sequences and their realization. C

NAVIGATION HINT

When navigating through BannerWeb and between menus, you can use the BannerWeb navigation commands, or the 'Back/Forward' options on your browser.

You can also click on **Student Services** tab to return to the main menu.

By clicking on the Level link, you can view the course assessment structure and individual course offerings as shown in the example below:

Course Assessment

[Home](#) > [Course Assessment](#)

000686782 Student Joe
19 Apr 2011 04:42 pm

The table below shows the normal assessment structure applied to the course. This structure is the default from which all assessment structures are copied to individual CRN/Sections (course offerings). An assessment structure cannot be defaulted to CRN/Sections unless it is Active.

Session: 201000
Course Code: CINE-1045
Course Title: Film Making
Level: 7
Credits: 30
Structure Active: Yes

Set/Sub	Title	Weight	Type	Pass Grade	Grade Mode
01/	CINE 1045 Production	60	Coursework		Numeric
01/	CINE 1045 Report	30	Report		Numeric
01/	CINE 1045 Presentation	10	Presentatn		Numeric

Please note: The assessment structure for an individual CRN/Section can be different to the normal course assessment structure above.

To view an individual CRN/Section assessment structure, click on the relevant CRN link below.

If no CRNs are displayed, this means they have not been activated for the session selected.

To view a list of programme, mode, year combinations associated with this course, click on the **Section Code** below. Please note that this will display all programme, mode, year combinations to which the course is attached, and not just those which relate to the section that you have selected.

Primary Instructors are displayed in **bold**. Please note there can only be one Primary Instructor for each CRN.

CRN	Section Code	Instructor
11172	M01	Christopher Woollard

[Return to Previous](#)

Click on the Section Code to view a list of programmes/year/mode combination for the CRN.

Course Reference Number (CRN) is a five digit unique number assigned to a course occurrence in a given session.

There are two grade modes offered by the University of Greenwich: **Numeric** and **Pass/Fail**.

Course Reference Number Information

[Home](#) > [Course Reference Number Information](#)

000686782 Student Joe
19 Apr 2011 04:42 pm

The table below shows the list of programmes, modes and years, associated with this course.

Click the **Programme Code** link to view information on the programme, mode, year and credit data for the selected programme.

Click the **Section Code** link to view the summary class list, displaying the students on the CRN/Section for the selected term.

Session: 2010/2011
Course Code: CINE-1045
Course Title: Film Making

Programme Code	Programme Title	Mode	Year	Core/Option	Section Code	Part of Term
P11653	MA MEDIA-ARTS PHIL & PRACTICE	Full Time > 24 wks	1	O	M01	Standard Double Term
P11653	MA MEDIA-ARTS PHIL & PRACTICE	Part Time	1	O	M01	Standard Double Term
P11656	MA CINEMATOGRAPHY & POST PROD	Full Time > 24 wks	1	C	M01	Standard Double Term
P11657	MSc CINEMATOGRAPHY & POST PROD	Full Time > 24 wks	1	C	M01	Standard Double Term

[Return to Previous](#)

Student Detail Schedule

In this section, you can view your programme(s) of study and the courses attached to the programme.

Your courses are displayed against individual study path records; if you are studying more than 1 programme (study path) in an academic session, this will be displayed in your schedule along with the courses attached to that study path.

Study Path Concept

The concept of Study paths is to allow students to study multiple programmes within the same academic year. For each level of study i.e. HND, BSc etc., a new study path is created with a unique 1 up number and stays the same until you have completed that level of study.

Student Detail Schedule

000686782 Student Joe
Academic Session 2010/2011
19 Apr 2011 04:25 pm

Home > Student Services > My Course Details > Student Detail Schedule

Total Credit Hours: 90.000

Study Path: 1-P01101-BA H ARCHITECTURE-UG

Course Code	CRN	Course Title	Credit	Campus	Level	Status	Instructor
ARCT1003	10401	Design & Communication 2: Form, Space, Light, Scale and Time	15	A	Level 4	Attached on 01 Oct 2010	Gillian M. Daniell
ARCT1016	10404	Design & Communication 1	15	A	Level 4	Attached on 01 Oct 2010	Gillian M. Daniell
ARCT1038	10415	Architectural Design 1: Investigation and Proposition	30	A	Level 4	Attached on 01 Oct 2010	Geoffrey A. Ward, Adriana Cobo
ARCT1049	10424	Sustainable Environments	15	A	Level 4	Attached on 01 Oct 2010	ARC TBA
ARCT1050	10425	Cultural Contexts of Architecture	15	A	Level 4	Attached on 01 Oct 2010	Alan Powers

Total Credit Hours: 10.000

Study Path: 2-P11040-SUMMER UNIVERSITY: DEGREE PLUS-UG

Course Code	CRN	Course Title	Credit	Campus	Level	Status	Instructor
DESU1003	14629	Dissertations: Getting Started	10	M	Level 5	Attached on 01 Oct 2010	Geraldine Hudson

[Return to Previous](#)

[View Your Profile](#) [View Grades](#)

Click these links to view profile, any outstanding holds or your grades.

Course(s) attached to Study Path 2 record.

Courses attached to Study Path 1 record.

View Profile

In this section, you can view your study path(s) details for the term such as: Student Status, Programme you are studying, Level, Academic Stage, Mode of Study, Student Type, Site etc. If there is more than one study path, you can scroll down the page to view the details for the other study path(s).

Any active holds against a study path is shown against that study path information. Active holds may affect your registration and access to university resources such as library and computing. Please refer to the Holds Description table on page 27 for more information.

You can view Holds information in this section. A student, who hasn't fully registered yet, will automatically have certain holds put on their profile. This may include Check-in Hold, ID hold to verify your identification, qualifications and any Medical or Criminal Record (CRB) Bureau checks.

General Student Record
 Home > Student Services > My Course Details > View Your Profile
 000686782 Student Joe
 Academic Session 2010/2011
 19 Apr 2011 04:25 pm

Student Information effective from Academic Session 2010/2011 to The End of Time
Study Path :1

Study Path: 1-P01101-BA H ARCHITECTURE-UG
Holds: SU
Program: BA H ARCHITECTURE
Mode: Full Time
School: Architecture & Construction
Department: Architecture & Urban Design
Student Status: Active Student
Level: Undergraduate
Year: 1
Student Type: New
Site: Avery Hill Campus
Resident: Home (Assessed)

Student Information effective from Academic Session 2010/2011 to The End of Time
Study Path :2

Study Path: 2-P11040-SUMMER UNIVERSITY: DEGREE PLUS-UG
Holds: CN FE ID QF SU
Program: SUMMER UNIVERSITY: DEGREE PLUS
Mode: Short Course
School: Partnership Division
Department: Languages & International Stud
Student Status: Active Student
Level: Undergraduate
Year: 1
Student Type: New
Site: Univ of Greenwich at Medway
Resident: Home (Assessed)

Course Schedule View Grades

Active holds against study path record.

The Study Path 1 record and the active holds against the study path is displayed.
 Use the scroll bar to view the other study path(s) that exist for the term.

At the bottom of the page, you can click on additional links to view your course schedule and grades.

If you have any queries regarding Holds on your account, please go the nearest Student Centre where a member of staff will be able to advise you.

View Grades

The information on this page is not an official notification of your results. Please note you will only have access to examination marks once your progress decision has been finalised by the Progression and Award Board (PAB).

Transcript for : [000686782] Joe, Student
Term: 201000
Study Path: 1-P01101-BA H ARCHITECTURE-UG

CRN	Title	Credit	Level	Weight	Type	Grade Mode	Grade Date	Grade	Reason
10401	Design & Communication 2: Form, Space, Light, Scale and Time	15	4	100	Master	Numeric			
16120ARCT 1003 Portfolio 01			100	Assess	Numeric			
10404	Design & Communication 1	15	4	100	Master	Numeric			
16125ARCT1016 Portfolio			100	Assess	Numeric			
10415	Architectural Design 1: Investigation and Proposition	30	4	100	Master	Numeric			
15928ARCT 1038 Portfolio			100	Assess	Numeric			
10424	Sustainable Environments	15	4	100	Master	Numeric			
15950ARCT 1049 Group Project			100	Assess	Numeric			
10425	Cultural Contexts of Architecture	15	4	100	Master	Numeric			
15957ARCT 1050 Group Study			100	Assess	Numeric			

Study Path: 2-P11040-SUMMER UNIVERSITY: DEGREE PLUS-UG

CRN	Title	Credit	Level	Weight	Type	Grade Mode	Grade Date	Grade	Reason
14629	Dissertations: Getting Started	10	5	100	Master	Numeric			
15701DESU 1003 Portfolio			100	Assess	Numeric			

Course Schedule ■ View Your Profile

Callouts:

- Programme Number and Title for the Study Path 1 record.
- Grade mode i.e. Numeric or Pass/Fail
- The date grade was entered.
- Reason Code for the grade entered.
- This is one Transcript for the Academic session 2009/2010 for one study path only.

The master CRN (to which the credit is attached) is displayed first, adjacent to the course title, with the assessment CRNs listed, with their relevant descriptions.

The university uses three Type definitions against its course assessment structures:

Master section – This reflects the highest level of this specific course occurrence. A mark aggregated from all other assessment items within this section's assessment structure is displayed at this level.

Aggregation section – This reflects an intermediate level mark aggregated from marks entered against lower level assessment items.

Assessment section – This reflects the individual assessment components against which marks are ordinarily entered.

Grade Mode – the University of Greenwich offers two grade modes: Numeric and Pass/Fail.

Grade Date – The Grade Date displays the date on which the mark/grade displayed was either rolled into the Academic History side of the assessments system or the last date on which a grade was amended.

Grade - If Grade is displayed in red this means that the grade has several checks to go through before the mark is confirmed.

A **Reason code** is displayed once grades have been rolled into Academic History. For all reason codes displayed, a Reason Code Legend is displayed at the bottom of the page. Reason codes are codes that explain the mark allocated.

My Results Letter(s)

You can view Result Letters in BannerWeb only when letters have been **generated**, **printed** and **published**.

1. Click on **My Results Letter** from the Student Services menu.
2. Click on Select Academic Session option to select a term.
3. Click on 'View Results Letter(s)'

If your results letters have not yet been generated, the following message will be displayed:

Academic Session 2010/2011

[Home](#) > [Student Result Letter](#)

Letters generated for the selected Academic Session are listed below.

Click on the 'Ref' link to view the letter content.

Please use the Help link at the top right of this page should you require any explanations for the information being displayed.

No letters have been generated, please check back again later.

4. Results Letter(s) which have been generated in Banner will appear in BannerWeb. However, only letters which have been generated, printed and published can be viewed.

Ref	Letter Type	Printed	User	Re-Prints	Last Re-Print	Programme	Cohort	Progression / Classification	Publish / Held
4	Results Letter	24/09/2010	DD29	0		P10779	X200901468	Pass Ac Stge 1 -	✓ 24/09/2010
3	Results Letter	22/09/2010	BN40	0	-	P10779	X200901468	Pass Ac Stge 1 -	✗ 23/09/2010
2	Results Letter	06/07/2010	BN40	1	07/07/2010	P10779	X200900559	Reassessment Pending -	✓ 06/07/2010
1	Results Letter	06/07/2010	BN40	0	-	P10779	X200900559	Reassessment Pending -	✗ 06/07/2010

Click on Ref number to view your letter.

Progress decision

Date when the letter was published or held in the system.

Viewing your Results Letter

Only letters which have been **printed and published** can be viewed in BannerWeb.

1. Click on the relevant '**Ref**' sequence number.

Student ID 000531459									
Name John Bloggs									
Ref	Letter Type	Printed	User	Re-Prints	Last Re-Print	Programme	Cohort	Progression / Classification	Publish / Held
4	Results Letter	24/09/2010	DD29	0		P10779	X200901468	Pass Ac Stge 1 -	✓ 24/09/2010
3	Results Letter	22/09/2010	BN40	0	-	P10779	X200901468	Pass Ac Stge 1 -	✗ 23/09/2010
2	Results Letter	06/07/2010	BN40	1	07/07/2010	P10779	X200900559	Reassessment Pending -	✓ 06/07/2010
1	Results Letter	06/07/2010	BN40	0	-	P10779	X200900559	Reassessment Pending -	✗ 06/07/2010

2. The letter for the selected Academic Session will be displayed.

Date: 24 September 2010
Student No: 000531459
Ref: RL/4/X200901468/P10779/PCE

NOT FOR PRINTING

Mr Ahmed

The Progression and Award Board for MSc/PGDip PHARMACEUTICAL SCIENCES (180) met on 17/09/2010 to consider your results profile for the Academic Year. I am writing to inform you that based upon the profile presented to it the Board has agreed that you have PASSED your programme of study for this Academic Year and may proceed to the next year of your studies.

I would like to take this opportunity to congratulate you on your success and look forward to your return to study at the commencement of your next academic year.

In September you should check the portal - my school - current students to find out when and where the induction for continuing students is being held.

For your information below you will find details of your results for the year.

Any queries should be directed by email to science-queries@gr.ac.uk providing as much information as possible.

000531459 John Bloggs
Profile for Academic Session 2009/2010

Course	Grade
CHEM0021 Medicinal Chemistry and Therapeutics	30 credits 51%
CHEM 0021 Exam	weight 60/100 43%
CHEM 0021 Coursework	weight 40/100 63%
MICR0007 Pharmaceutical Microbiology and an Introduction to Biotechnology	30 credits 53%
MICR 0007 Exam	weight 60/100 57%
MICR 0007 Coursework Total	weight 40/100 46%
...MICR 0007 Essay	...weight 50/100 ...22%
...MICR 0007 Portal Based MCQ	...weight 50/100 ...69%
OMED0104 Pharmaceutical Analysis and Testing, Mathematics and Statistics	30 credits 40%
OMED 0104 Exam	weight 60/100 40% Referred mark - grade of 40 (numeric grading) or pass/fail carried forward on profile
OMED 0104 Coursework Total	weight 40/100 40%
...OMED 0104 Practical Workshops	...weight 50/100 ...40% Referred mark - grade of 40 (numeric grading) or pass/fail carried forward on profile
...OMED 0104 Assignment	...weight 50/100 ...40% Referred mark - grade of 40 (numeric grading) or pass/fail carried forward on profile
PHAR0011 MPS Study with Professional Skills	60 credits 56%
PHAR 0011 Facsimile Paper/Rep	weight 75/100 56%
PHAR 0011 Oral/Poster Pres	weight 10/100 56%

This data is a snapshot of your transcript at the time the letter was generated. To view your transcript, click on 'View grades' option in My Course(s) details.

Personal Information Menu

This section of BannerWeb gives you access to view and amend personal details and bank details.

The screenshot shows the 'Personal Information' menu in BannerWeb. At the top, there is a breadcrumb trail: 'Home > Personal Information'. Below this is a horizontal navigation bar with five buttons: 'Online Registration - 2010/2011 Session', 'Personal Information' (which is highlighted with a blue border), 'Student Services', 'Check accounts, Make online payments', and 'ResNet Registration'. Below the navigation bar, there are four main sections arranged in a grid. The first section is 'View / Update Address(es) and Telephone Number (s)'. The second section is 'View / Update Emergency Contacts'. The third section is 'View/Update Mobile Phone Number'. The fourth section is 'View/Update Email Address'. Below these sections, there is a 'Bank Details' section with the text: 'View and update your bank details and remittance email address.'

Updating Address(es) and Telephone Number(s)

1. Click on '**View / Update Address(es) and Telephone Number(s)**'.
Your active address(es) will be shown here.

The screenshot shows the 'View / Update Address(es) and Telephone Number (s)' page in BannerWeb. At the top, there is a breadcrumb trail: 'Home > Personal Information > View / Update Address(es) and Telephone Number (s)'. Below this, there is a large text area with instructions. The instructions state: 'Below you will find your active address(es). Your Permanent address is the address that you consider your main address; this may be your parents address or the address you return to at the end of term. If you are an overseas student your permanent address should be in your country of permanent residence. Please use the mailing or term time section to enter your address while in the UK. Your Term Time address where you live while you are studying at the university. You only need to enter a term time address where it differs from your permanent address. Students living in halls of residence will not need to enter a term time address as this will be updated automatically at the point you move in. Your Mailing address is a temporary address that the university will use for all correspondence instead of your permanent address. This will include your resource card. You do not have to provide a mailing address and you should only enter one where it differs to the permanent address already provided. Please check the details are correct. If they are not, either click the Edit/Delete link or to add a new address please use the link below.' Below the instructions, there are two sections: 'Permanent Address(es)' and 'Permanent Phone number(s)'. The 'Permanent Address(es)' section shows 'Edit/Delete: 15 Apr 2011 -' and '59 Bannockburn Road LONDON, SE18 1ET'. The 'Permanent Phone number(s)' section shows 'Primary: None Provided'. Below these sections, there is a 'New Address Entry' section. It contains a dropdown menu labeled 'Select Type of Address to Insert:' with a 'Select ...' button. Below the dropdown menu is a 'Submit' button. Arrows point from the 'Edit/Delete' link and the 'Submit' button to callout boxes below the screenshot.

To edit or delete an address, click Edit/Delete link.

To insert a new address, click the drop down button to select the type of address to insert and click Submit.

For non-UK addresses, ensure that the format is entered by inputting the relevant City, Nation and Overseas Post Code if known.

2. You can delete an existing address by ticking the 'Delete this address' box and click **Save**. You can also tell us what date you will be moving out of this address by inserting a date in the Until field, and also insert/update a telephone number for this address type.

From this screen you can delete an existing address by ticking the 'Delete this address' box and clicking save. You can tell us what date you will be moving out of this address by inserting a date in the Until field below, and also insert/update a telephone number for this address type.

Once you are happy with your changes click the save button.

To exit without changes, or to insert a new address, click the 'Back to Addresses' button.

Permanent Address		Delete this Address: <input checked="" type="checkbox"/>
Valid From *:	<input type="text" value="19/03/2010"/> (DD/MM/YYYY)	Until: <input type="text" value="01/07/2010"/> (DD/MM/YYYY)
Address Line 1:	1 High Road	
Address Line 2:		
Address Line 3:		
City:	LONDON	
ZIP/Postal Code:	W10 6PT	
Phone Number:	<input type="text" value="02083318000"/>	

Address types

PR – permanent place of residence i.e. for overseas students this would be your home address in your own country.

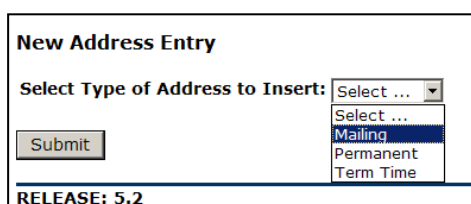
TT – This only needs adding if you are living at a different address during term time. Please ensure you enter to date corresponding with the date that you will be returning to your PR address. Halls of residence addresses are automatically entered when you arrive to collect the keys.

MA – This only needs to be added if you have requested your post to be sent to an address other than your PR or TT address.

EM – Do not use this. Please enter the Emergency contact info in the Emergency Contact tab.

To add a new address:

1. Click on the drop down button to select a Type of Address to insert, and click **Submit**.



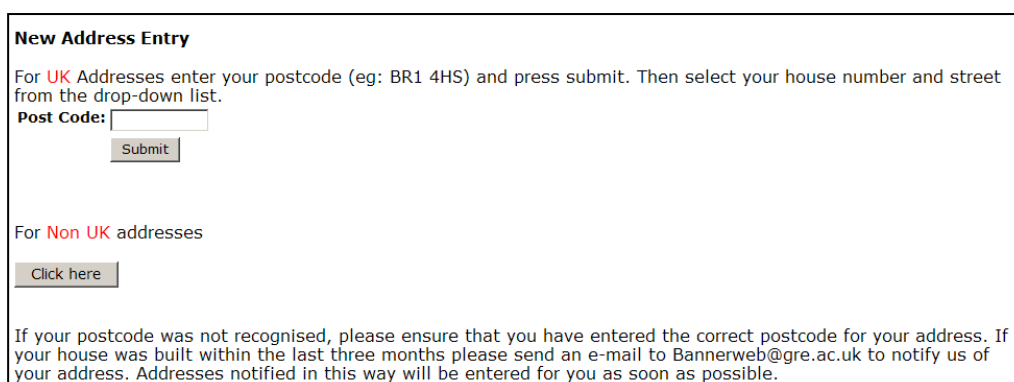
New Address Entry

Select Type of Address to Insert: Select ...

Submit

RELEASE: 5.2

2. Enter the postcode of the new address (e.g. SE9 2UG) and press **Submit**.



New Address Entry

For **UK** Addresses enter your postcode (eg: BR1 4HS) and press submit. Then select your house number and street from the drop-down list.

Post Code:

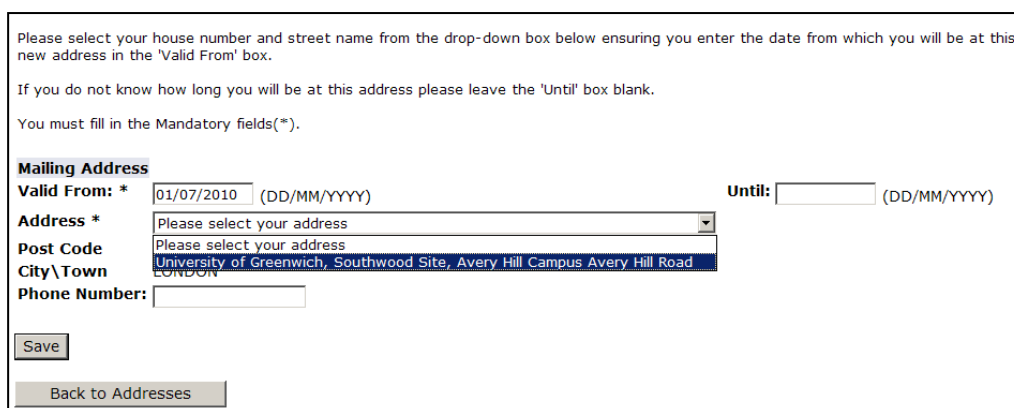
Submit

For **Non UK** addresses

Click here

If your postcode was not recognised, please ensure that you have entered the correct postcode for your address. If your house was built within the last three months please send an e-mail to Bannerweb@gre.ac.uk to notify us of your address. Addresses notified in this way will be entered for you as soon as possible.

3. Enter a date in the '**Valid From:**' field. If it is a term-time (or temporary) only address, you may also enter a date in the '**Until:**' field.
4. Select the house number and street from the drop-down list.



Please select your house number and street name from the drop-down box below ensuring you enter the date from which you will be at this new address in the 'Valid From' box.

If you do not know how long you will be at this address please leave the 'Until' box blank.

You must fill in the Mandatory fields(*)

Mailing Address

Valid From: * (DD/MM/YYYY) Until: (DD/MM/YYYY)

Address * Please select your address

Post Code Please select your address

City\Town University of Greenwich, Southwood Site, Avery Hill Campus Avery Hill Road LONDON

Phone Number:

Save

Back to Addresses

5. Enter a telephone number for the address and click **Save**.

To insert a new mobile number:

1. Click on '**View/Update Mobile Phone Number**'.

Update Mobile Phone Number - Select Number - Windows Internet Explorer

https://banner.gre.ac.uk/pls/test/hwzkmobl_P_Mobile

SUNGARD®
SCT • HIGHER EDUCATION

UNIFIEDDIGITALCAMPUS

Main Menu Student Services Personal Information

Search Go

RETURN TO MENU SITE MAP HELP EXIT

Update Mobile Phone Number - Select Number

If your Contact Mobile Phone number has changed, please enter it by clicking 'New Number'.

This will replace your current number.

Mobile Phone Numbers

Mobile

07511111111

[New Number](#)

RELEASE: 1.05.11.07

Powered by SunGard SCT

2. Click **New Number** link and enter your new mobile number. Click **Submit Changes** to save the new number.

Update Mobile Phone Number

Please enter a Contact Mobile Phone Number. Please note that this will replace the existing Mobile Phone Number.

Mobile No:

RELEASE: 1.05.11.07

Powered by SunGard SCT

Updating Emergency Contacts

1. Click on '**View / Update Emergency Contacts**'. You can enter details of up to two people the University can contact in case of an emergency.

Emergency Contacts

Please enter the details of up to two people the University can contact in the case of an emergency.

If you have two emergency contacts already stored, you must delete one before adding a new one.

Please ensure that you inform this person that you have nominated them as your emergency contact.

Order	Name	Address and Phone	Relationship
1	Jane Bloggs	The Bloggs Cottage London W4 1LG 02071111111	Mother

[Delete/Edit](#)

New Address Entry

For **UK** Addresses enter your postcode (eg: BR1 4HS) and press submit, you will then be able to select your house number and street from a drop-down list.

Post Code:

For **Non UK** addresses

2. Make sure to complete all mandatory fields denoted with an asterisk (*), as well as a telephone number for your new Emergency contact. You can also change the order of priority of whom to contact first in case of an emergency, by changing the number here.

Emergency Contact

Order:

Relationship: *

First Name: *

Middle Initial:

Family Name: *

Address *

City\Town

Post Code

Telephone: (numeric values only)

RELEASE: 5.2 Powered by

3. Click on **Submit Changes**.

Updating Email Address(es)

1. Click on '**View/Update Email Address**'.

View/Update Email Address - Windows Internet Explorer

https://banner.gre.ac.uk/pls/test/hwzemail.P_Email

SUNGARD[®]
SCT • HIGHER EDUCATION

UNIFIEDDIGITALCAMPUS

Main Menu Student Services Personal Information

Search Go

RETURN TO MENU SITE MAP HELP EXIT

View/Update Email Address

Please note that all official correspondence from the University will be sent to your University Email address.

University Email Address

Email
bj00@gre.ac.uk

If you have a new Personal Email Address, then please enter it by clicking 'New Email'. Please note that you are only allowed to have one Personal e-mail address.

Personal Email Addresses

Email Comment
joebloggs@yahoo.com
New Email

RELEASE: 1.06.01.18

Powered by SunGard SCT

2. You can add a comment to an existing address, for example, if the email address should only be used during term time. Click the email address to add the comment to and click **Submit Changes**.

Update Email Address

You may add a comment to this Email address below. To delete this address you must enter a new Email address.

Email Address: joebloggs@yahoo.com

Comment:

Submit Changes Reset

RELEASE: 1.06.01.18

Powered by SunGard SCT

3. To add a new email address, click **New Email** link. Enter the new email address (and comments if required), and click **Submit** to save the changes.

Update Email Address

Please enter a Personal Email address below. Please note that this will replace any existing Personal Email addresses that are stored.

Email Address: joe.bloggs@gmail.com

Comment: Please use this email during term time only.

Submit

RELEASE: 1.06.01.18

Powered by SunGard SCT

Updating Bank Details

1. Click on '**Bank Details**'.

000575065 Anne Bloggs

In order to view your bank details you need to input the network password you use when logging in to computers in labs.

Please enter your network password

2. Enter your network password which is the same password you would use to log in to the Portal or university pc.
3. Click on **Update Bank Details** button.

Bank Details for payments **to** you:-

Sort Code	No bank details currently held
Account Number	
Building Society Roll Number	

E-remittance Email Address
If the University pays you for anything outside of your normal payroll, eg Expenses, Hardship (ALF) grants, Fee refunds, Deposit refunds etc.
You will only be notified by email, the email address above is where the remittance detailing your payment is sent

Bank Details for payments **from** you:-

4. Enter your Bank details i.e. Sort Code, Account Number etc., click **Update Bank Details** button.

Sort Code:

Account Number:

Building Society Roll No. (if applicable)

Email Address

No Email Address ☐

5. Check all the details are correct and amend where necessary by clicking on **Update Bank Details** button.

Bank Details for payments **to** you:-

Sort Code	60-07-14
Account Number	12345678
Building Society Roll Number	

E-remittance Email Address
If the University pays you for anything outside of your normal payroll, eg Expenses, Hardship (ALF) grants, Fee refunds, Deposit refunds etc.
You will only be notified by email, the email address above is where the remittance detailing your payment is sent

Bank Details for payments **from** you:-

Frequently Asked Questions

Q. Where can I find my Student ID?

A. Details of your 9-digit student ID can be found on your result letter. Alternatively, your student ID number can also be found on your registration form or your University resource card.

Q. When I try to access BannerWeb via the Portal, I get an error message saying “Your web access has been disabled. Please contact the Banner Functional Team at bannerweb@gre.ac.uk for information on how to have your account enabled.”

A. There may be a number of reasons for your account to be disabled. Please contact Support Services Team (Student Record Systems) at bannerweb@gre.ac.uk so they can investigate the problem and advise you accordingly.

Q. My subjects listed on BannerWeb are not those that I am studying.

A. In the first instance, approach your Personal Tutor who should be able to go through the course that you should be studying. Your personal tutor will then be able to liaise with the Student Records, in order to get your course choices corrected.

Q. I am having problems printing a header sheet, what do I do?

A. Make sure that your personal tutor has created the header sheet. Please refer to the user guide called ‘Coursework Header System – Printing a Header sheet (Quick Guide)’ which is available in the User Guide section in BannerWeb.

Q. I have finished my exams, when will I see my results letter in Bannerweb?

A. You will only have access to your examination marks, progress decision and results letter(s) once everything has been finalised by the Progression and Award Board (PAB) and the results letter has been published in Banner. Please contact your School for further information.

Further Assistance

Nature of Query	Who to Contact
All queries relating to the Portal; logging in, accessing information, assistance on how to use the Portal etc.	Portal Team portal@greenwich.ac.uk
All queries relating to BannerWeb; account resets, logging in, access to information, coursework header sheets, etc.	Support Services Team (Student Record Systems) bannerweb@gre.ac.uk 020 8331 9143
All queries relating to WebCT; accessing ‘My Courses’, coursework submission etc.	Web Services Team webservices@greenwich.ac.uk

Terminology

Banner terminology	University definition
College	School
Course	Unit of study within a Programme
Credit	Each course is defined in terms of the number of credits obtained by a student who successfully achieves the course. Credit value of a course e.g. 1.5 credit course or 3 credit course (actual credit is divided by 10 in Banner)
CRN (Course Reference Number)	Unique identification number for an occurrence of a course
Degree	The award e.g. BA, BSc or HND
Department	Academic department within a school
Entry Cohort	Method of grouping a cohort of students within start date
Grading Mode	Method of marking a particular occurrence of a course e.g. numerically graded or pass / fail graded
Learner	Student
Level	General level of education e.g. Undergraduate or Postgraduate
Major	This is a unique four character code which exists for each programme. It may comprise of four digits (e.g. 1101) or an alpha-numeric combination (e.g. A231)
Mode	Mode in which the programme is offered e.g. full-time, sandwich
Non Person	An entity in Banner that is not a real person e.g. LEA, Employer, Service Provider
Part of Term	A period of time within the Academic Session e.g. Term 1, Term 2
Person	An entity in Banner that is an actual person e.g. Applicant, Student, Employee
Programme	A collection of validated courses which lead to an award or awards
Resident	Fee Assessment Status e.g. Home, Overseas for fees purposes
Schedule Type	Defines the method of teaching of a given occurrence e.g. examination, portfolio, class test

Section	Occurrence of a course
Session	Defines the type of course occurrence e.g. master section, assessment section
Student Type	Entry indicator for a student e.g. New, Continuing, Repeater
Subject	Subject area that the course relates to
Term	Academic Session e.g. 2006/7 Academic Year

Holds Information

Hold Code	Description	Explanation	Impact on Student	Yearly / Once per programme
AC	Academic Hold	The AC hold is used to identify students who may have particular reassessment conditions attached to their continued registration.	Students with an academic hold are allowed to register, pending satisfactory completion of any reassessments.	Once per person based not tied to Study path
AP	Appeal in Progress	Students with an AP Hold have an active appeal in progress.	Students with an active AP hold will not normally be sent their formal certificate of award.	Once per person based not tied to Study path
CC	Check in Hold - Cont Students	Each academic session continuing students are given a CC hold which is lifted as soon as they re-register.	An active CC hold means you are not properly registered. You will not normally be able to hand in coursework, sit exams or gain access to learning and teaching facilities.	Yearly per programme tied to study path
CN	Check in Hold - New Students	Each academic session new students are given a CN hold which is lifted as soon as they register.	An active CN hold means you are not properly registered. You will not normally be able to hand in coursework, sit exams or gain access to learning and teaching facilities.	Yearly per programme tied to study path
DA	Accommodation Debt	Accommodations Fee Arrears please contact your local Accommodation Office.	An active DA hold means you are not properly registered. You will not normally be able to hand in coursework, sit exams or gain access to learning and teaching facilities.	Once per person based not tied to Study path
DW	Bad Debt Write Off	Account in Arrears - please contact your local Student Centre.	An active DW hold means you are not properly registered. You will not normally be able to hand in coursework, sit exams or gain access to learning and teaching facilities.	Once per person based not tied to Study path

Hold Code	Description	Explanation	Impact on Student	Yearly / Once per programme
DT	Programme Fee Debt	Programme Fee Arrears please contact your local Student Centre	An active DT hold means you are not properly registered. You will not normally be able to hand in coursework, sit exams or gain access to learning and teaching facilities.	Once per person based not tied to Study path
FE	Fees Hold (Registration)	Each academic session, pending either payment of fees or proof of sponsorship, new and continuing students are allocated an FE hold.	An active FE hold means you are not properly registered. You will not normally be able to hand in coursework, sit exams or gain access to learning and teaching facilities.	Yearly per programme tied to study path
ID	ID	All new students have to provide proof of identity when they first register to the University. This hold is lifted on production of the relevant documentary evidence (passport, birth certificate)	Until your Temporary Resource card expires you will have access to learning and teaching facilities. However, an active ID hold means you are not properly registered, and will have access to facilities withdrawn after your temporary period of registration has lapsed, unless you provide the relevant proof of ID.	Once per programme tied to study path
ME	Medical Certificate	Certain Programmes require students to undergo a medical examination before starting their programme.	Until your Temporary Resource card expires you will have access to learning and teaching facilities. However, an active ME hold means you are not properly registered, and will have access to facilities withdrawn after your temporary period of registration has lapsed, unless you provide the relevant documentation.	Once per programme tied to study path
ML	Health Form to Medical Centre	The ML Hold is placed on a student's record in situations where the university is still waiting for confirmation of medical clearance.	Until your Temporary Resource card expires you will have access to learning and teaching facilities. However, an active ML hold means you are not fully registered, and will have access to facilities withdrawn if confirmation of medical clearance does not arrive.	Once per programme tied to study path

QF	Qualifications	All new students have to provide proof of the qualifications on which their offer of place at University has been based. This hold is lifted on production of the relevant documentary evidence (Certificate, Official Transcript)	Until your Temporary Resource card expires you will have access to learning and teaching facilities. However, an active QF hold means you are not properly registered, and will have access to facilities withdrawn after your temporary period of registration has lapsed.	Once per programme tied to study path
SU	Student Union Hold	All new students have the choice to opt out of being members of the UoG Student Union. If a student has stated on their registration form that they do not wish to join the Union, then this hold is left on their record to prevent details being passed to the SU.	The SU hold does not affect the student's registration status or prevent any access to learning and teaching facilities.	Yearly person based not tied to study path.
VI	Visa	A VI Hold is placed on a student's record where s/he have outstanding VISA requirements	Until your Temporary Resource card expires you will have access to learning and teaching facilities. However, an active VI hold means you are not properly registered, and will have access to facilities withdrawn after your temporary period of registration has lapsed.	Yearly person based not tied to study path.

Reason Codes

Reason Code	Description
AC	Alternative Course
AO	Assessment Offence Proven
AP	Grade approved by Subject Assessment Panel.
BF	Grade brought forward from a previous academic session.
CL	Compensated - A grade of 40% will be carried forward on profile.
CO	Compensated - To be used for PG Level only, 50C.
D1	Deferred - Retake permitted before next session.
DA	Deferred in assessment item - Retake permitted next session.
DC	Deferred and must retake as coursework.
DE	Deferred - Retake permitted next session.
DM	Deferred Mark
DX	Deferred and must retake as examination.
EE	Grade changed on External Examiner Advice
F1	Failed first attempt - Second attempt permitted.
FA	Failed assessment item - Retake permitted next session.
GN	Grade noted
<i>HE</i>	<i>Grade brought forward from legacy record system.</i>
IE	Grade changed due to an input error against the previous grade.
IM	Grade changed following internal moderation.
<i>IR</i>	<i>Repeat pass - A grade of 50% will be carried forward on profile.</i>
MS	Grade supplied after Progression and Award Board.
OE	Original entry.
<i>OG</i>	<i>Original grade.</i>
PB	Grade changed by Progression and Award Board.
R1	Referred - Retake permitted before next session.
<i>RA</i>	<i>Reassessment grade</i>
<i>RB</i>	<i>Repeat pass - A grade of Pass (Edexcel) will be carried forward on profile.</i>
RC	Referred and must retake as coursework.
R2	Referred - Retake permitted next session.
RF	Failed final attempt.
<i>RG</i>	<i>Resit grade.</i>
RH	Referred Mark (Assessment 50%)
<i>RL</i>	<i>Repeat Pass - A grade of 40% will be carried forward on profile.</i>
RM	Referred Mark (Assessment 40%)
<i>RP</i>	<i>Repeat Pass - A grade of 35% will be carried forward on profile.</i>
RX	Referred and must retake as examination.
SG	Substitute grade.
SP	Grade changed by the Subject Assessment Panel.
TU	Grade changed by the Tutor.
Key:	
Bold = New Reason Codes for Resit Retrievals (Post-April 2008)	
<i>Italic</i> = Old Reason Codes (Academic History & Audit Proposes Only)	

